From: Dailey, Chris B. - Customer Experience Applications Program Mgr

To: "Crystal James"; Decker, Susan; Obe Everett; "Christina Veltkamp"; Strickland, Matt J.; "Leslie Miller"; Ajit Apte; Alan Marshall; Allen Austin; Amanda Bayley; Ambuj Srivastav; Amy Schintz; Hodges, Angela; Annette Lovitt; Armando Bolivar; August Lindner; Barbara Oleck; Becki Cadis; Becky Pope; Bevan Grice; Billy Von Bautista; Blanca Barajas; Brenna Martin; Brij Majano; Cathy Wylie; Chantal Nault; Charlene Ussery; Charles Lei; Greenwood, Chasity L.; Christina Waite; Christine Martinez; Cindy Nelson; Clayton Mauldin; Courtney Basile; Rojas, Cynthia E.; Damien Beresfeord; Darci Miller; Darrin Duhon; Dave Manville; Dave Vogel; Dave Yeselavage; David Garcia; David Rice; David Wiedmeier; Dawn Frye; Deb Braun; Debra Walz-Burkett ; Denise Hutchinson; Diala Batshoun; Donald Case; Donald Crow; Donald Dyson; Elaine Stupi; Elena Montalvo; Elizabeth O"Conner; Evelyn Page; Flora Chang; Gabby Mendoza; Gary Jensen; Gayle Shimizu; Gina Calabro; Glenn Amy; Greg Lyon; Hal Hagen; Harold Concepcion; Heather Hallett; Heather Warren; Hedi Ago; Hillary Bargagliotti; Hung Nguyen; Jean Chamberlain; Jeanne Atkinson; Jeff Mayne; Jeffrey Lo; Jennifer Turner; Jeremy Marquette; Jerrica Simms; Garcia, Jesus J. - Director, Business Analysis; Jim Weeg; Johanna Raycraft; John J Andreasik; John Little; John Sims; Josephine A. Sassano; Josephine Barrios; Joyce Miceli; Judith Miller; Julie O"Neal; Julie Stewart; Julien Bellorgey (julien.bellorgey@suez-na.com); Kathleen Pankoe; Kellie Reem; Kent Halder; Kevin Boutchard; Champion, Kevin; Khawer Rauf; Kris Peterson; Kristen Faulkner; Kurt Rowley; Leslie Benfield ; Linda D Beddows; Lisa Burnett; Lisa Chiasson; Lisa Holliday; Lisa Kappenman; Lisa Martinez; Lois Stark; Manoj Pandit ; Marge Vizcarra; Marianne Walker; Maribel Nieves ; Martha Hobson; Mary Corby; Matt Larson; Melani Chacon; Melissa Josey-White; Michael Moss; Michael Troia; Michelle Asaro; Michelle Gilchrist; Molly Cormaney; Morlon D Bell-Izzard; Norma Palomera; Oran Weaver; Osvaldo Hernandez; Paul Mason; Paul Roller; Peggy Ellison; Penny Karagianakos; Peter Manalil; Rajani Kondury; Rajesh Prasad; Raminder Singh ; Randy Barbee; Randy Miller; Randy Vance; Ray Anderson; Raymond Kelly; Regina DeGuzman; Richard A. Reese; Robert Jones; Robin Nichols; Robin Souder; Roger Brown; Ron Fennell; Ryan Darlow; Ryan Pham; Sally Barakat; Sami Balestri; Sandra Maganas; Scott Reed; Sickler, Richard L; Stacy Smith; Stella Udumula; Steve Rubin; Steven M Johnson; Steven Ober; Sue Twardy; Suzanne B. Hamilton; Sylvia Welch; Tammy Byrd; Tarja Nummela; Tashonda Betts; Teri Kaczmarek; Teri Sovak; Terry Vicuna (terry.vicuna@epelectric.com); Tina Bekeros; Tom Glaser; Tony Kus; Tony Mossbarger; Tony Neal; Tonya Morin; Tonya Taylor; Tricia Zacharisen; Tremble, Troy A. - Manager, Customer Relationship Systems; Vijay Suravarapu; Warwick Tichbon; Wendy Greess; William Schmidt; Yelena Figueroa

Subject: RE: Disconnect Letter miscellaneous

Date: Tuesday, February 13, 2018 3:00:27 PM

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Hi Crystal-
Please see my response below.

Let me know if you have any follow up questions. We have many other pieces this that relate back to our MDM interface we set up. I know you mentioned not having MDM so I did not include those items. However, you may still want to consider having a storm mode, throttle FAs based on priority and exception handling when remote disconnect fails.

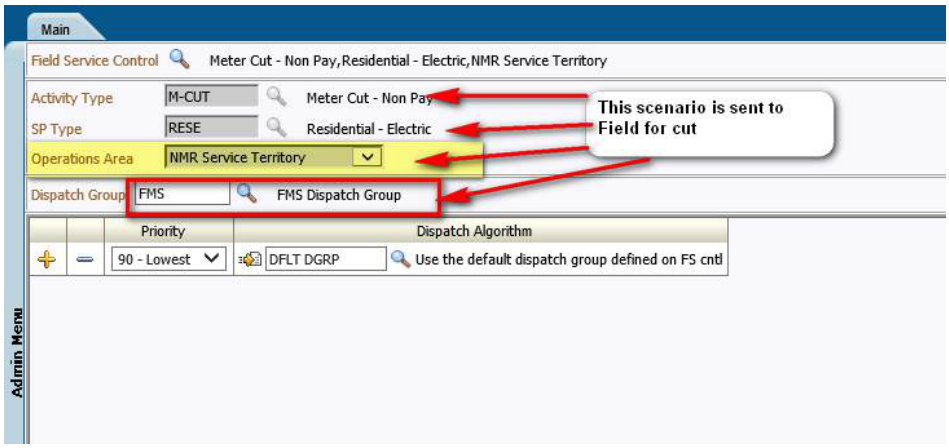
1. Disconnect Letter; do you specify the actual disconnect date in the letters for SPs that have the automated meter? If so, did this require a customized algorithm to extract that information from your Collection or Severance Process?

JEA has a collection event for Cut Notice. The letter extract uses the trigger date on the severance event for the letters that we send out as the actual cut date.

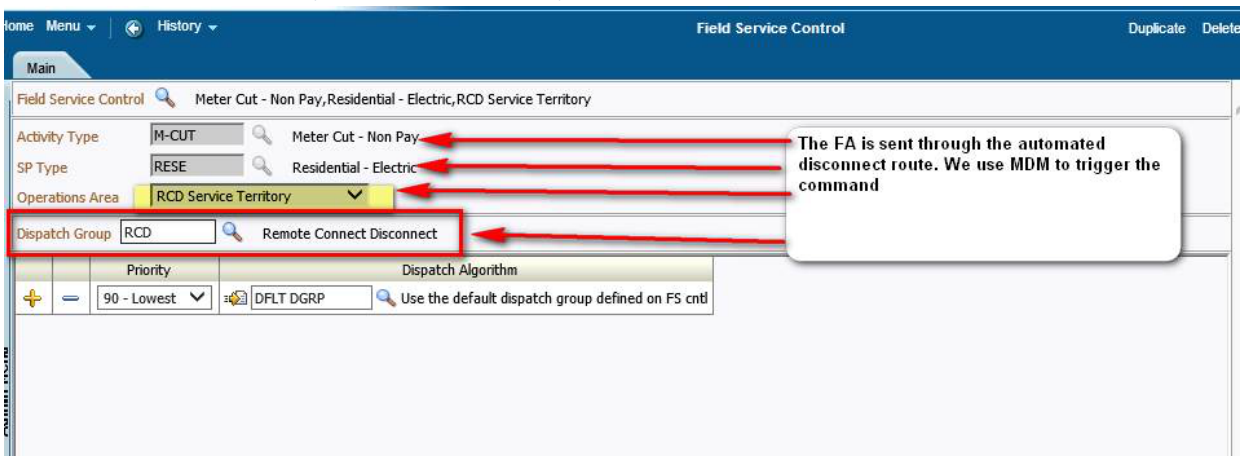
2. Does your system create a different FA for the automated meters vs the roll a truck meters? If so, how did you accomplish this?

We use Field Service control to determine the dispatch group of the FAs created.
The key item for this process is actually the operations area. We have a Meter exchange handler that looks at the meter type and the model to determine whether or not it has remote disconnect capabilities. Each time a meter is installed or exchanged, the operations area is evaluated to make sure the FAs will be routed to the appropriate dispatch group. We also, postdate the water cuts 5 days when they are created. This is also handled on the exchange handler. If the meter type and model is remote disconnect then a characteristic is added to the premise that indicates it's a 2 way meter. Then we have a FA creation algorithm that looks for that characteristic for M-CUT and Water Service points.

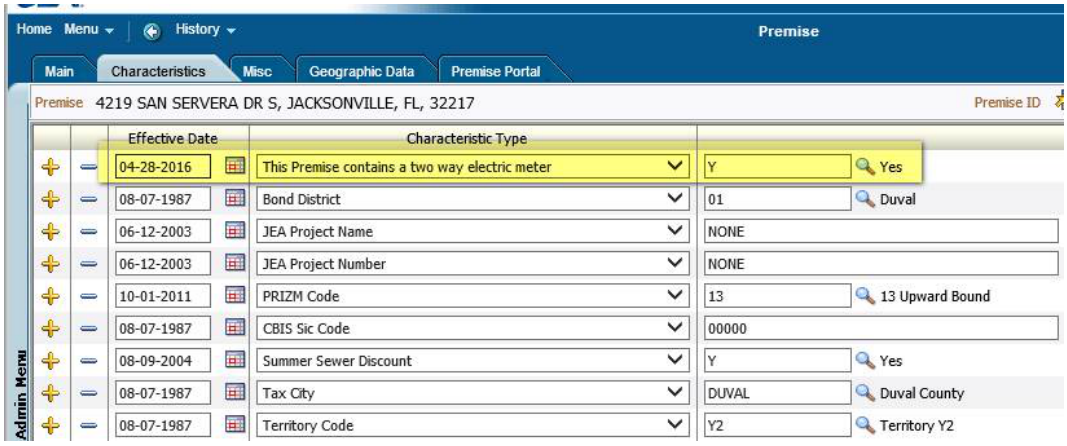
MANUAL DISCONNECT CONFIG (FIELD SERVICE CONTROL)



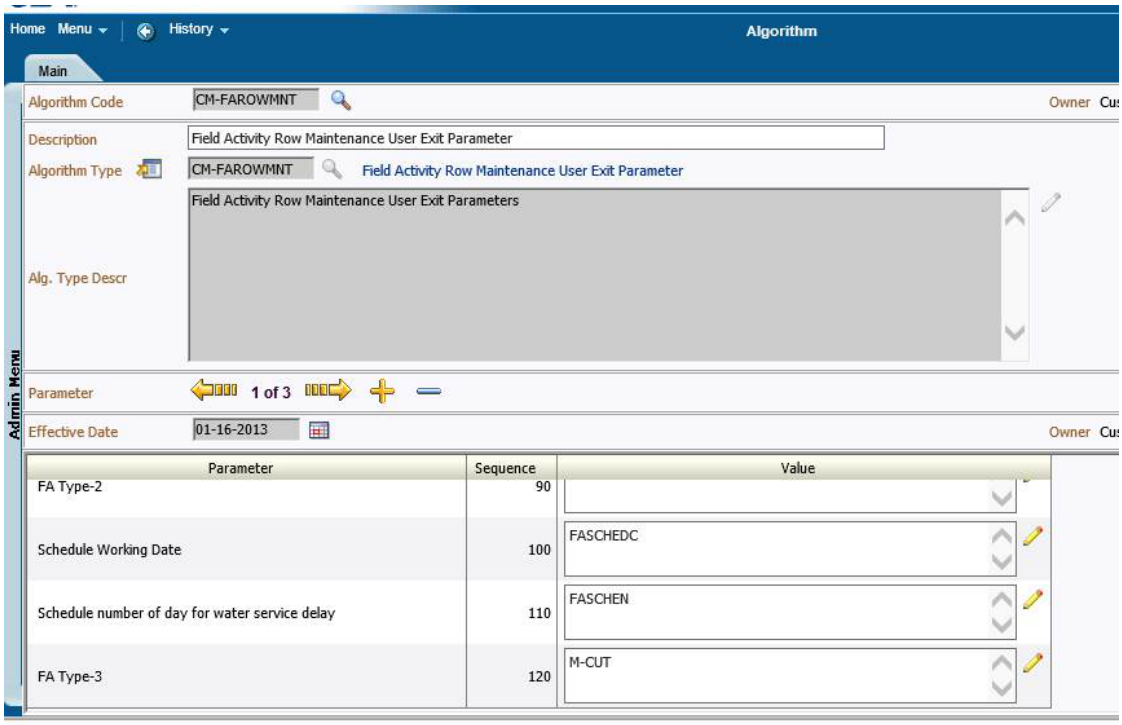
REMOTE DISCONNECT CONFIG (FIELD SERVICE CONTROL)



PREMISE CHAR



Algorithm to post date Water cuts



Chris Dailey
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From: Crystal James [mailto:Cjames@gcpud.org]
Sent: Tuesday, February 13, 2018 4:16 PM

[External Email - Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email.]

Good afternoon.

We are currently in the middle of an automated meter reading project here at Grant PUD; replacing all the meters in the County. We have CCB v2.4 but do not have an MDM. Some of the automated meters/Service Points will allow us to disconnect from the office and some will still require us to roll a truck. We are curious if there are utilities that have a mix of meters like this as well and how you handle the Collection/Severance Processes in relation to:

1. Disconnect Letter; do you specify the actual disconnect date in the letters for SPs that have the automated meter? If so, did this require a customized algorithm to extract that information from your Collection or Severance Process?
2. Does your system create a different FA for the automated meters vs the roll a truck meters? If so, how did you accomplish this?

Any insight would be appreciated as we are looking forward to streamlining our Disconnect process with the automated meters.

Thank you

CRYSTAL JAMES
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